

Daylight Project: Evaluating Project Implementation & Outcomes - Workplan

Description: The program evaluation will provide

- Accountability to the Daylight Project by documenting the activities and deliverables in each of the project components as defined in the Project Plan and help stakeholders identify what the program is expected to accomplish (and when)
- A means to for ensure continuous improvement and systemic change; and
- An analysis of lessons learned regarding effective capacity building and strategies to inform replication in other service systems for deaf and hard of hearing individuals as well as with other populations.

Key Deliverables

- Project Evaluation Plan
- Project Evaluation Work Plan and Timeline (follows)
- Quarterly reports summarizing progress to date and planned Evaluation activities, barriers, challenges, and results (implementation and outcomes)
- Intermediate Brief reports on Evaluation elements, including
 - Characteristics (demographic and clinical) of population served by publicly funded mental health and substance abuse providers)
 - Updates to deaf and hard of hearing prevalence data; estimated rates of mental health and substance abuse problems
 - Consumer perceptions of provider training, technical assistance, and technology needs – early and late project
 - Building provider capacity to track the number of deaf and hard of hearing consumers/family members served and accommodations provided
 - Change in MH/SA providers' (Administrative/Direct Service/Other) self-report on Assessment Domains; Baseline report (TTA), Change report
 - Change in Daylight Project Trainees' self-report of knowledge, skills, attitudes, access to and use of accommodations – ongoing quarterly reporting
 - Daylight Project Trainees' satisfaction with training and recommendations for change – quarterly reporting
 - Building a foundation for a community-based participatory evaluation approach [for discussion]
- Final Report including process and findings of all Project Evaluation efforts.

* TTA = Training and Technology Assessment Component

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Stakeholders/Partners

Implementation Team Members Involved

- Cliff Moers (Core)
- Mary Sterritt (Core)
- Jewlya Lynn (Core, Consultant)
- Angie Lawson
- Candice Tate (depending on availability)
- Anita Saranga Coen (Consultant)

To help with outreach:

- Stakeholders with access to consumers who use publicly funded mental health or substance abuse services
- Mental Health Centers and Clinics, and contracted providers
- Substance Abuse Prevention and Treatment Providers
- Colorado Behavioral Healthcare Council
- Colorado Providers Association (CAADSP)
- Other Stakeholder agencies/organizations (Dove, Hands and Voices, Colorado School for the Deaf and Blind, others)

To participate in the evaluation:

- Consumers of public mental health and substance abuse services and their families
- Mental Health Centers and Clinics, and contracted providers
- Substance Abuse Prevention and Treatment Providers
- Daylight Project Trainees
- Other Stakeholder agencies/organizations (Dove, Hands and Voices, Colorado School for the Deaf and Blind, others)

To help design the Evaluation

- Focus Research & Evaluation
- Center for Systems Integration

External Partners/Expert Consultation Needed

To help with culturally and linguistically competent program evaluation

- Lydia Prado, Ph.D. (Consultant)
- Mya Drexler, Consumer Consultant

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Key Activity, Detailed Activities	Lead	Participants	Timeline	Status/Notes 2/8/2010
<ul style="list-style-type: none"> • Establish Program Evaluation Work Group <ul style="list-style-type: none"> ○ Outreach to Implementation Team ○ Outreach to consumer members ○ Assess need for/Outreach to external consultants 	Coen	<ul style="list-style-type: none"> • CSI • Prado • Rochester 	Nov 2009	Initial WG established and meeting
<ul style="list-style-type: none"> • Develop capacity for a Community Based Partnership approach to evaluation in the Daylight's deaf and hard of hearing communities <ul style="list-style-type: none"> ○ Lead evaluator increases knowledge base, possibly training ○ Outreach to internal and community stakeholders ○ CBP Evaluation development plan and strategies` 	Coen	<ul style="list-style-type: none"> • Evaluation Work Group • Daylight stakeholders • Other Community Members 	Ongoing	
<ul style="list-style-type: none"> • Finalize Daylight Project Evaluation Plan <ul style="list-style-type: none"> ○ Outreach to Implementation Team ○ Outreach to consumer members ○ Assess need for/Outreach to external consultants 	Coen	<ul style="list-style-type: none"> • Evaluation Work Group 	Jan 2010	Need indicators/ measurement Cultural/Linguistic Competence 3 components need work plans
<ul style="list-style-type: none"> • Assemble prevalence and sociodemographic characteristics of 1) D/hoh who use public MH/SA services <ul style="list-style-type: none"> ○ Request and obtain demographic and clinical information from DBH ○ Request and obtain MHSIP Consumer Satisfaction Data (which allows consumers to self-identify as d/hoh) ○ Analyze, prepare tables, figures ○ Report 2) D/hoh in Colorado. <ul style="list-style-type: none"> ○ Review available reports (e.g., Tate, CCDHH, other) ○ Update data as needed ○ Report 	Lawson		Preliminary Report Due: 02/26/2010	In Process
			Preliminary Report Due: 03/31/2010	

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<ul style="list-style-type: none"> • Ongoing assessment of the Process and Implementation of Daylight Project/Project Evaluation: Key Factors: timely, collaborative/inclusive, culturally/ linguistically competent regarding each component of the Project <ul style="list-style-type: none"> ○ Participate in Core, Implementation meetings; presentations, other WGs periodically ○ Track and review minutes, documents, reports ○ Develop format for internal/external reporting 	Coen	<ul style="list-style-type: none"> • Prado • TBA 	Ongoing data collection Quarterly Reporting	In Process
<ul style="list-style-type: none"> • Assess MH/SA provider needs from consumer/family perspective <ul style="list-style-type: none"> ○ Gather input from Drs. Barnett and Pollard, Evaluation WG, Core, Implementation, Consumer/Family WG, stakeholders, consumers, and family members to develop culturally and linguistically competent data collection methods and strategies focused on building trust and increasing evaluation capacity <ul style="list-style-type: none"> • Develop stakeholder interview guide/plan • Identify and meet with stakeholders/key informants (internal/external Daylight, MH/SA providers, other providers) to ID barriers and facilitators to d/hoh receiving competent services, provider needs, and provide access to other consumers/families for direct data collection (primarily interviews, possibly focus groups with family members) • Use DBH and stakeholder data to determine #, geography, demography of consumer/family interviews, groups • Develop interview guides, recruitment strategies, confidentiality/consent procedures, training protocols for data collectors, logistics • Collect data from consumers/family members • Analysis • Report 	Coen	<ul style="list-style-type: none"> • CSI • Lawson • TBA 	Feb-April '10 Report May '10 Feb-April '11	Interview Guide in process Consent forms in process 1 st group interview set with CSBD: 2/9/2010 Dove: 2/16/2010 MHCD: 2/22/2010 Hands/Voices 3/4/2010

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<ul style="list-style-type: none"> • Develop capacity for Daylight MH and SA “early adopter” providers to track d/hoh individuals assessed or treated and accommodations provided <ul style="list-style-type: none"> ○ Outreach to provider agencies ○ Develop strategy for tracking ○ Implement tracking utility ○ Assess tracking utility <ul style="list-style-type: none"> • Quality of data • Provider perspective, ease of use, reporting 	Coen	TBA	Begin development March-April. Implement: after Early Adopter providers are selected	
<ul style="list-style-type: none"> • Assess Change in MH/SA Direct Service Provider <u>Trainees’</u> Service Provision, Attitude, Knowledge, Skills, Access to/Use of Technology <ul style="list-style-type: none"> ○ Develop survey ○ Develop administration protocols ○ Collect data pre training and post training ○ Analyze data, ongoing on quarterly basis ○ Report/Feedback – ongoing on quarterly basis 	Coen	TBA	July (depends on Training Schedule) - Before training; - After training; - 3 months after training	
<ul style="list-style-type: none"> • Assess MH/SA trainees’ satisfaction with curricula, training <ul style="list-style-type: none"> ○ Develop survey ○ Develop administration protocols ○ Collect data post training ○ Analyze data, ongoing on quarterly basis ○ Report/Feedback – ongoing on quarterly basis 	Coen	TBA	July (depends on Training Schedule)	
<ul style="list-style-type: none"> • Assess Change in MH/SA Providers’ (Administration, Direct Service) Service Provision, Attitude, Knowledge, Skills, Access to/Use of Technology – general/statewide <ul style="list-style-type: none"> ○ Participate in Assessment (TTA) to collect baseline/pre-training data ○ Evaluate the possibility of collecting a sub-set of Assessment items during Year Two 	Coen	TBA	Make decision by Dec ‘10	